

2001-03 Performance Progress Report

For Quarter Ending 6/30/2003

Agency 120

Human Rights Commission

Mission

The mission of the Human Rights Commission is to prevent and eliminate discrimination through the fair application of the law, the efficient use of resources, and the establishment of productive partnerships with the community.

Goal Continue to improve investigation and case processing practices.

Performance Measure Number of cases closed through early resolution.

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				230				300
Actual				139				128
Date Measured				6/30/2002				6/30/2003

Performance Measure Total number of cases closed.

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				1,450				1,450
Actual				1192				1054
Date Measured				6/30/2002				6/30/2003

Performance Measure Average number of days to close a case

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				185				180
Actual				235				249
Date Measured				6/30/2002				6/30/2003

Performance Measure Percentage of cases closed through settlement or through a finding of discrimination.

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				24%				24%
Actual				16%				12.2%
Date Measured				6/30/2002				6/30/2003